

# RETURN AND EXCHANGE POLICY

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Thank you for shopping at <https://palminaire.com/>

If, for any reason, You are not completely satisfied with a purchase, we invite You to review our Policy. The following terms are applicable for any products that you purchased with us.

Palminaire Sint Jooslandstraat 2 4339 PM Nieuw en Sint Joosland

## INTERPRETATION AND DEFINITIONS

### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this Return and Exchange Policy:

**Business Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to **Palminaire** Located at Palminaire Sint Jooslandstraat 2 4339 PM Nieuw en Sint Joosland

**Goods** refer to the items offered for sale on the Service.

**Orders** mean a request by You to purchase Goods from Us.

**Service** refers to the Website.

**Website** refers to My Site, accessible from <https://palminaire.com/>

**You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

## GENERAL RETURN POLICY

All Items are eligible for return and would be processed if conditions are met.

You are always required to ship back the items by following the shipping instruction:

- **Did you inform Palminaire about your return before 30 days?**
- **Only ship back the order when Palminaire is informed**
- **Palminaire will provide the shipping adress and information**
- **Look if everything came with the product is put back in it original packing and shipment box. Make sure that there are no moving parts! Put back all the foam and make sure no damage will occure!**
- **The return shipment is on buyers own cost. When outside of the Benelux there is also a fee for the delivery shipment**
- **When received back Palminaire will book (the paid order amount) money back to the customers ( with used payment methode of the customer**

# REFUND POLICY

In order to be eligible for a refund, you have to return the product within **30** days of your purchase. If the product is damaged in any way, or you have initiated the return after **30** days have passed, you will not be eligible for a refund.

In order for the product to be eligible for a **Refund**, make sure these conditions are met:

- **Product must be returned in its original packaging**
- **Product wasn't used or damaged**
- **Product must include original tags (if applicable)**
- **Product must have the receipt or proof of purchase**

If the product you have received which turns out to be defective or otherwise of poor quality (save for direct warranty products which are discussed below), please notify us as soon as reasonably possible after you become aware of the defect or poor quality.

After we receive your product, our team of professionals will inspect it and process your refund. The money will be refunded to the **Original Payment Method** you've used during the purchase.

## HOW TO INITIATE A RETURN

If you have a request for Return, Refund or Exchange and if you have further clarification and questions, Please do not hesitate to contact us through our:

Email Address: [info@palminaire.com](mailto:info@palminaire.com)

You will be updated for their Return Status through their **EMAIL**, provided that contact information is recorded to us.

Palminaire will provide instructions and status of order when returned

## Return exceptions

State here the exceptions to the right of withdrawal. Also indicate with the article itself clearly indicates that it cannot be returned before the consumer has ordered it. NB: Exclusion of the right of withdrawal is only possible for products:

- a. For sealed products. When the seal is broken, these products are not returnable.
- b. that have been created by the entrepreneur in accordance with the consumer's specifications;
- c. that are clearly personal in nature;

# Warranty Disclaimer

Thank you for your interest in the products and services of **Palminaire eenmanszaak**. \

This Limited Warranty applies to physical goods, and only for physical goods, purchased from <https://palminaire.com/>

## Warranty Coverage

This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period.

Normal use is defined as: In this case Palminaire / designerlamp store / art "Defines normal usage as" "Hanging in a range where nobody can hit the product/ or is hanging above a safe spot where nobody walks / or sit. In case the product is not hanged properly Palminaire is not responsible for any damage what so ever. Palminaire is not responsible for the wrong interpretation / wrong usage of hanging a lamp. The manual is made on the website with UI experience so that every person can understand it. Made for a lot of situations and examples. Also images of products on the site will tell how to hang the product.

### Warranty what is Covered?

During the Warranty Period, **Palminaire** will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance. Only if buyer informed about the state of the product within 5 days when buyer received the product. If in agreement with Palminaire and the customer in the warranty period of 2 years

Palminaire will send a new part of the product to repair it. This is a durable and sustainable way.

**This is only limited once per product! Buyers that bought a product have 2 years a discount of 30% on receiving new parts for there product.**

- **Small imperfections partially covered due to shipment from Palminaire to buyer.**
- **Small imperfections noticed by the buyer in the first 5 days. Buyer needs to inform about small imperfections within 5 days due to the shipment. This needs to be verified to be from the shipment, so that Palminaire can make a suitable solution.**
- **When this is the case there will be shipped a new part of the damaged part from the product(product is 6 pieces and installation material)**

The Warranty Period for Physical Goods purchased from **Palminaire is 2 years** from the date of purchase. A replacement Physical Good or part assumes the remaining warranty of the original Physical Good.

## **What does this limited warranty not cover**

**This Limited Warranty does not cover any problem that is caused by:**

**conditions, malfunctions or damage not resulting from defects in material or workmanship**

**The product that buyer bought is a lamp and is made to install not moving from house or selling product once per year**

- Respect for material and clean it the good way. Palminaire knows all the damage variants.**
- Waterdamage not covered**
- Firedamage not covered**
- Damage caused by individuals not covered**
- Vandalism not covered**
- Incorrect usage not covered**
- Incorrect interpretation of manual and prescriptions not covered**
- Damage made by others not covered**

**Buyer will state and confirm the true meaning of the damage in any case**

### **What do you have to do?**

To obtain warranty service, you must first contact us to determine the problem and Palminaire will always find the most appropriate solution for you